

OPPTA Technical Assistance Customer Satisfaction Survey

On July 1, 1990, IDEM's Office of Pollution Prevention and Technical Assistance (OPPTA) formally began operation. OPPTA's goal is to provide high-quality technical assistance information on environmental compliance, pollution prevention and recycling issues. Concerning compliance assistance, the Indiana Legislature passed a bill authorizing the formation of the Compliance and Technical Assistance Program (CTAP) in 1995. The statute that established CTAP can be found at IC 13-28-3. CTAP is equivalent to the Indiana Small Business Assistance Program, as established under the Clean Air Act Amendments of 1990.

To help us gauge our effectiveness, please complete this survey and mail to:

IDEM - OPPTA
Compliance and Technical Assistance Program
150 West Market Street Suite 703
Indianapolis, IN 46204-2811

If you wish, you may fax it to (317) 233-5627.

1. How did you hear about OPPTA Services?
☐ IDEM web site
☐ Called main IDEM phone number and was transferred to CTAP
☐ Other IDEM office referral
☐ Indiana Department of Commerce
☐ Trade Journal
☐ Chamber of Commerce
☐ Local Economic Development office
☐ Self Audit/Environmental Management System
☐ Consultant
☐ Other Please describe
2. Do you have an Environmental Management System (EMS) in place?
☐ Yes
☐ No

If yes, please explain why you decided to implement an EMS.

3. How long has your business been operating?
☐ Less than 1 year
☐ 1-5 years
☐ More than 5 years

4. How many employees do you have at your facility?

G 1-10

G 11-25

G 26-50

G 51-100

G More than 100

5. What areas did you need assistance with? Please check all that apply.

G Pollution Prevention

G Recycling

G Recognition/Awards Programs

G Air

G Water

G Waste

G Clean Up/Contamination

G Spill Rule

G Industry-specific (drycleaner, vehicle maintenance shop, etc.)

G Other

6. When you contacted an OPPTA representative, were your questions answered to your satisfaction?

G Yes

G No

If Yes, please check all that apply.

G OPPTA person was courteous

G Information was helpful

G OPPTA person was knowledgeable

G Information was provided in a timely manner

Comments:

If No, please explain how OPPTA could have better assisted you. Please indicate if you would like to have someone from OPPTA contact you to resolve the issue.

7. If you received an on-site visit from OPPTA, did you get all of your questions answered?
- G** Yes
- G** No

If No, please explain why you were dissatisfied with the service.

8. What is your primary job responsibility?
- G** Owner/Operator
- G** Safety and/or Environmental Compliance
- G** Human Resources
- G** Engineering
- G** Plant Management
- G** Other Please describe: _____

9. Do you have an email account?
- G** Yes
- G** No

If Yes, would you like to receive OPPTA updates via email?

- G** Yes Email address _____
- G** No

10. If OPPTA referred you to a web site, did you find the information you needed?
- G** Yes
- G** No

If No, please explain

Do you have a useful web site you would share so we can develop an Indiana Business Links web page?

- G** Yes URL is _____
- G** No

11. If OPPTA promised to mail you information, how quickly did you receive it?
- G** 1-3 days
- G** 4-7 days
- G** More than 7 days

What information did OPPTA send you?

Please check all that apply.

- G Pollution Prevention information
- G Recycling information
- G Rule language
- G Guidance documents
- G Permit information
- G Compliance manual/guidance book
- G Compliance worksheets
- G Other Please explain _____

If the information was not helpful enough to you, would you like some additional follow-up?

- G Yes
- G No

12. Where do you usually go for (compliance/recycling/ and/or pollution prevention) technical assistance?

Please check all that apply.

- G IDEM's OPPTA program
- G Other IDEM program areas
- G US EPA
- G Trade Group
- G Chamber of Commerce
- G Suppliers
- G Web Sites
- G Consultant
- G Solid Waste Management District
- G Indiana Clean Manufacturing and Safe Materials Institute
- G Other _____

13. How important is CTAP's confidentiality policy to you? The CTAP confidentiality policy can be found at www.state.in.us/idem/ctap/confidential.html

- G Very important - I am uncomfortable calling other IDEM offices
- G Somewhat important
- G Not important - I just need my questions answered
- G I did not know about CTAP's confidentiality policy

Would you use OPPTA again?

- G Yes
- G No

15. Please give any suggestions that could improve CTAP services.

Your name _____ (Optional) Phone number _____ (Optional)

Thank you for taking the time to fill out our survey.